

## POSITION DESCRIPTION

### APPEALS SPECIALIST

**Department:** Commercial VAB Appeals

**Division:** Appeals

**Base Salary:** \$56,000 annually

\*Base salary is subject to adjustments based upon candidate's qualifications and experience

\*Option to work 4- or 5- day work week

#### NATURE OF WORK

This is a full time position responsible for the preparation and defense of property assessments. The primary goal of work is to defend property valuations presented before the Value Adjustment Board. This position is responsible for researching, preparing and defending cases before the VAB. This position performs duties related to applying appraisal theories and techniques to property assessments for valuation purposes. **The following duties are not to be construed as exclusive or all-inclusive. Other duties may be required or assigned as necessary.**

#### ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Represents the Property Appraiser in the administrative petition process before the VAB.
- Prepares data for presentation to the taxpayer, taxpayer's representative and/or the VAB.
- Researches and defends data in defense of assessment petitions.
- Utilizes a variety of mathematical and statistical appraisal models including: income, cost and sales comparison approach to arrive at value.
- Compiles and utilizes market information such as rental and cap rates in determining value.
- Meets with property owners to discuss issues related to property valuation and petitions.
- Applies statistical analysis and appraisal skills to cost data in order to specify models of market behavior.
- Applies advanced statistical analysis to sales and income data to calibrate each of the models of market behavior to reflect current market conditions.
- Assists taxpayers with issues through the use of maps, sales analysis and automated data.
- Operates and utilizes personal computers in the creation and/or editing of statistical data prepared with spreadsheets, word processing and specialty software.
- Prepares and generate a variety of reports.
- Performs other duties as assigned.

#### ILLUSTRATIVE TASKS

- Prepares evidence for defense of assigned property assessments before the VAB.
- Attend VAB hearings in defense of property assessments.
- Compiles and utilizes market information in determining values.
- Perform valuation and analysis of individual properties using the cost, market and income approach.
- Perform extensive research and compiles data for VAB hearings, produces required documents and review cases for possible settlements.
- Explains assessment criteria to property owners and/or their agents, answers inquiries relative to property values, appraisal techniques and statutory provisions regarding property assessment.
- Assembles evidence packages with all appropriate documentation for assessment defense. Uploads information and assures notification of petitioner.
- Tracks VAB hearing decisions and attorney reviews for proper response.
- Create resolves, withdrawals and Property Adjustment Control cards (PAC).
- Perform routine clerical tasks such as data entry, faxing, scanning, responding to email and phone messages.
- Attends staff meetings to exchange information.

#### KNOWLEDGE, ABILITIES AND SKILLS

- Ability to effectively interpret and negotiate financial documents.
- Ability to interpret and explain property appraisal methods and the provisions relating to statutes.
- Knowledge of appraisal methodology including, but not limited to: cost, market and income approach to value. Knowledge of statutes, ordinances, principles, practices, methods, techniques, tools and equipment used in real property appraisals and valuations.
- Ability to understand legal descriptions, deeds, mortgage documents, contracts and closing statements pertaining to the purchase and sale of real estate and related documents used for property appraisal purposes.
- Considerable knowledge of public relations principles and practices.
- Possess customer service skills, with an ability to work independently or with others in a team environment.
- Willingness to cross-train in divisions within the department.
- Ability to establish and maintain effective relationships with taxpayers and the general public.
- Knowledge of federal, state and local laws related to property assessments.
- Ability to exercise independent judgment and make decisions consistent with office policies, practices and procedures.

**PHYSICAL DEMANDS**

The work is performed in an office and field setting. The physical demands described are representative of those which must be met by an employee to successfully perform the essential functions: stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, grasping, talking, hearing and repetitive motion. The employee may occasionally be required to lift up to 20 pounds. Visual acuity requirements include: color, depth perception and field vision. The employee may be subject to adverse environmental conditions.

**MINIMUM QUALIFICATIONS**

- High School Diploma or equivalent; minimum (1) year of experience in appraisal or a related field; or an equivalent combination of relevant training and experience. A Bachelor’s Degree from an accredited college or university preferred.
- Must possess a valid Class E driver’s license and current BCPA approved automobile insurance; along with maintaining a safe driving record.
- Proficient in Microsoft Office.
- Excellent public relations and communication skills.

**GENERAL INFORMATION**

The listed job specifications should not be construed, as a comprehensive listing of all activities, duties or responsibilities required of the employee. Duties are subject to change at any time as the needs of the employer and requirements of the job change.

Bargaining Unit: Unrepresented

Office Policies and Expectations: Employee Handbook

Work Location: Office of the Broward County Property Appraiser

Reporting Requirements: Coordinator, Supervisor, Manager, Director of Commercial Department, and Property Appraiser

**CHECKLIST FOR PHYSICAL ACTIVITIES & REQUIREMENTS, VISUAL ACUITY, AND WORKING CONDITIONS OF THE POSITION**

**TITLE: Appeals Specialist**

**DEPARTMENT: Commercial**

1.	<b>The physical activity of this position. (Please check all blocks that apply)</b>	
( X )	A.	Stooping. Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
( X )	B.	Kneeling. Bending legs at knee to come to a rest on knee or knees.
( X )	C.	Crouching. Bending the body downward and forward by bending leg and spine.

<input checked="" type="checkbox"/>	D.	Crawling. Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	E.	Reaching. Extending hand(s) and arm(s) in any direction.
<input checked="" type="checkbox"/>	F.	Standing. Particularly for sustained periods of time.
<input checked="" type="checkbox"/>	G.	Walking. Moving about on foot to accomplish tasks, particularly moving from one area to another.
<input checked="" type="checkbox"/>	H.	Pushing. Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.

<input checked="" type="checkbox"/>	I.	Pulling. Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
<input checked="" type="checkbox"/>	J.	Lifting. Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
<input checked="" type="checkbox"/>	K.	Grasping. Applying pressure to an object with the fingers and palm.
<input checked="" type="checkbox"/>	L.	Talking. Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
<input checked="" type="checkbox"/>	M.	Hearing. Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discriminations in sound.
<input checked="" type="checkbox"/>	N.	Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.

**2. The physical requirements of this position. (Please check only one block)**

<input type="checkbox"/>	A.	Sedentary work. Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
<input checked="" type="checkbox"/>	B.	Light work. Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for light work.
<input type="checkbox"/>	C.	Medium work. Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	D.	Heavy work. Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

**3. The visual acuity requirements including color, depth perception, and field vision. (Please check all that apply)**

<input checked="" type="checkbox"/>	A.	The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; using measurement devices.
<input checked="" type="checkbox"/>	B.	The worker is required to have visual acuity to operate motor vehicles.
<input checked="" type="checkbox"/>	C.	The worker is required to have visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned or to make general observations of facilities or structures (i.e., property inspection, etc.)

**4. The conditions the worker will be subject to in this position. (Please check all blocks that apply)**

<input checked="" type="checkbox"/>	A.	The worker is subject to environmental conditions. Protection from weather conditions but not necessarily from temperature changes.
<input checked="" type="checkbox"/>	B.	The worker is subject to outside environmental conditions. No effective protection from the weather.
<input checked="" type="checkbox"/>	C.	The worker is subject to both environmental conditions. Activities occur inside and outside.
<input checked="" type="checkbox"/>	D.	The worker is subject to extreme heat. Temperatures above 90 for periods of more than one hour. Consideration should be given to the effect of other environmental conditions, such as wind and humidity.

( X )	E.	The worker is subject to hazards. Includes a variety of physical conditions, such as proximity to moving mechanical parts, moving vehicles, electrical current, working on scaffolding and high places, exposure to high heat or exposure to chemicals.
( X )	F.	The worker is subject to atmospheric conditions. One or more of the following conditions that affect the respiratory system of the skin: fumes, odors, dust, mists, gases, or poor ventilation.
( X )	G.	The worker is frequently in close quarters, crawl spaces, small enclosed rooms, and other areas that could cause claustrophobia.



